



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending December 31, 2006

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	6.00	6.00	6.00	6.00
C. Repair Office Answer Time [730.510(b)(1)]	83.00 *	55.00	17.00	51.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	14.00	6.00	10.00
E. Percent of Service Installations [730.540(a)]	94.56%	97.89%	86.83% *	93.16%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	82.85% *	81.16% *	63.59% *	74.06% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	4.83	4.10	5.49	4.81
H. Percent Repeat Trouble Reports [730.545(c)]	30.84% *	30.99% *	27.92% *	28.93% *
I. Percent of Installation Trouble Reports [730.545(f)]	21.62% *	18.23%	16.45%	19.04%
J. Missed Repair Appointments [730.545(h)]	14	16	30	20
K. Missed Installation Appointments [730.540(d)]	54	30	37	40

Comments

Severe weather conditions and related power outages affected out of service lines repaired and percent of repeat trouble reports.



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